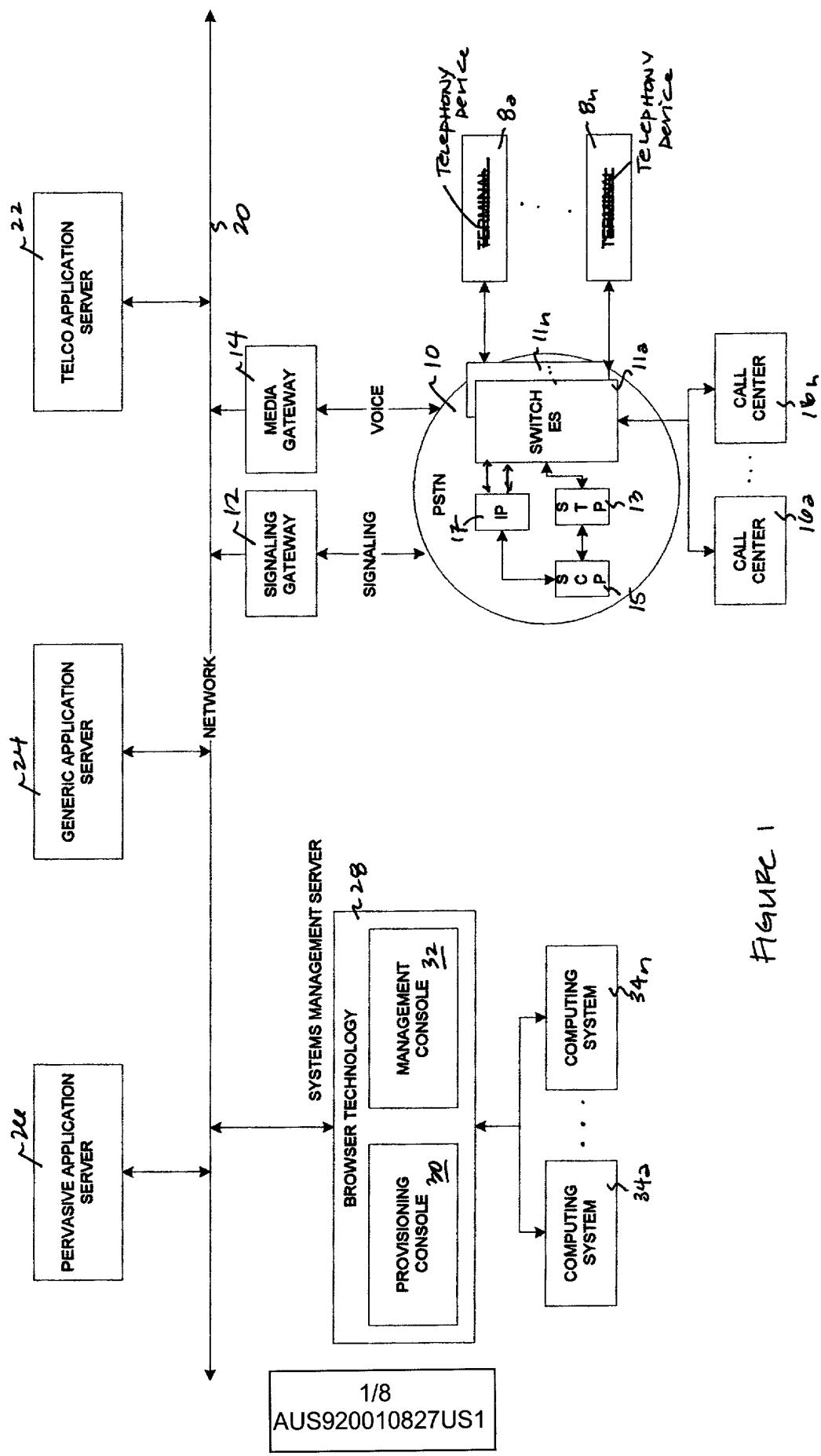


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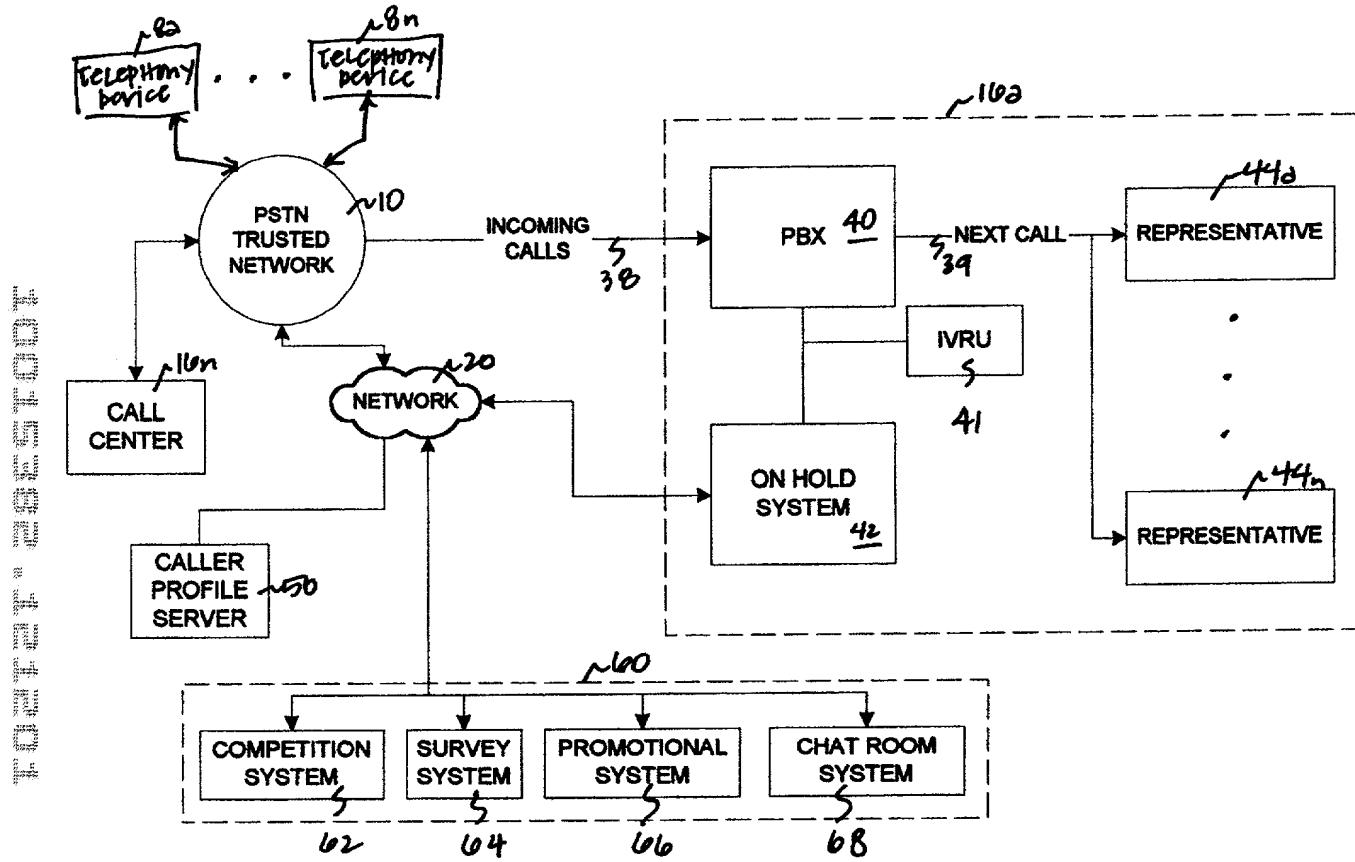


FIGURE 2

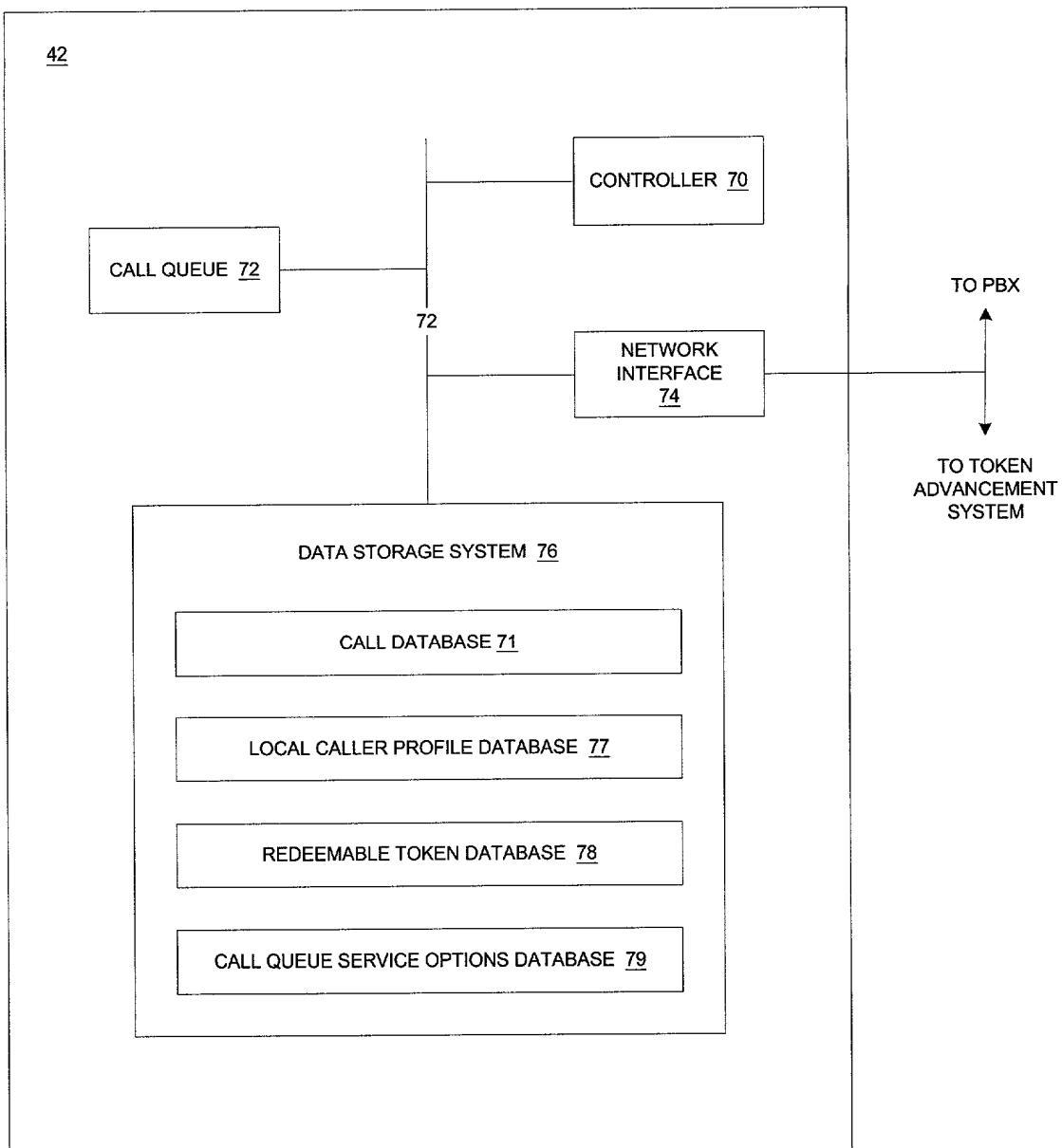


FIGURE 3

**CALLER PROFILE 75**

**VID - JANE SMITH 500-00-000**

MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK

NEWS PREFERENCE : HEADLINE NEWS

GAME PREFERENCE : GROUP, TRIVIA

AGE : 30

**CURRENT WAIT HISTORY**

20 MINS QUEUE 1      -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG

10 MINS COMPETITION 1

10 MINS COMPETITION 2

2 MINS QUEUE 3      CURRENTLY ON HOLD

2 MINS SURVEY

**MONTHLY TIME WITH REPRESENTATIVE**

AVERAGE TIME : 10 MINUTES

LONGEST TIME : 30 MINUTES

SHORTEST TIME : 2 MINUTES

ON HOLD POINTS = 20

**MEMBERSHIP POINTS**

COMPANY A - 500

COMPANY B - 400

COMPANY C - 600

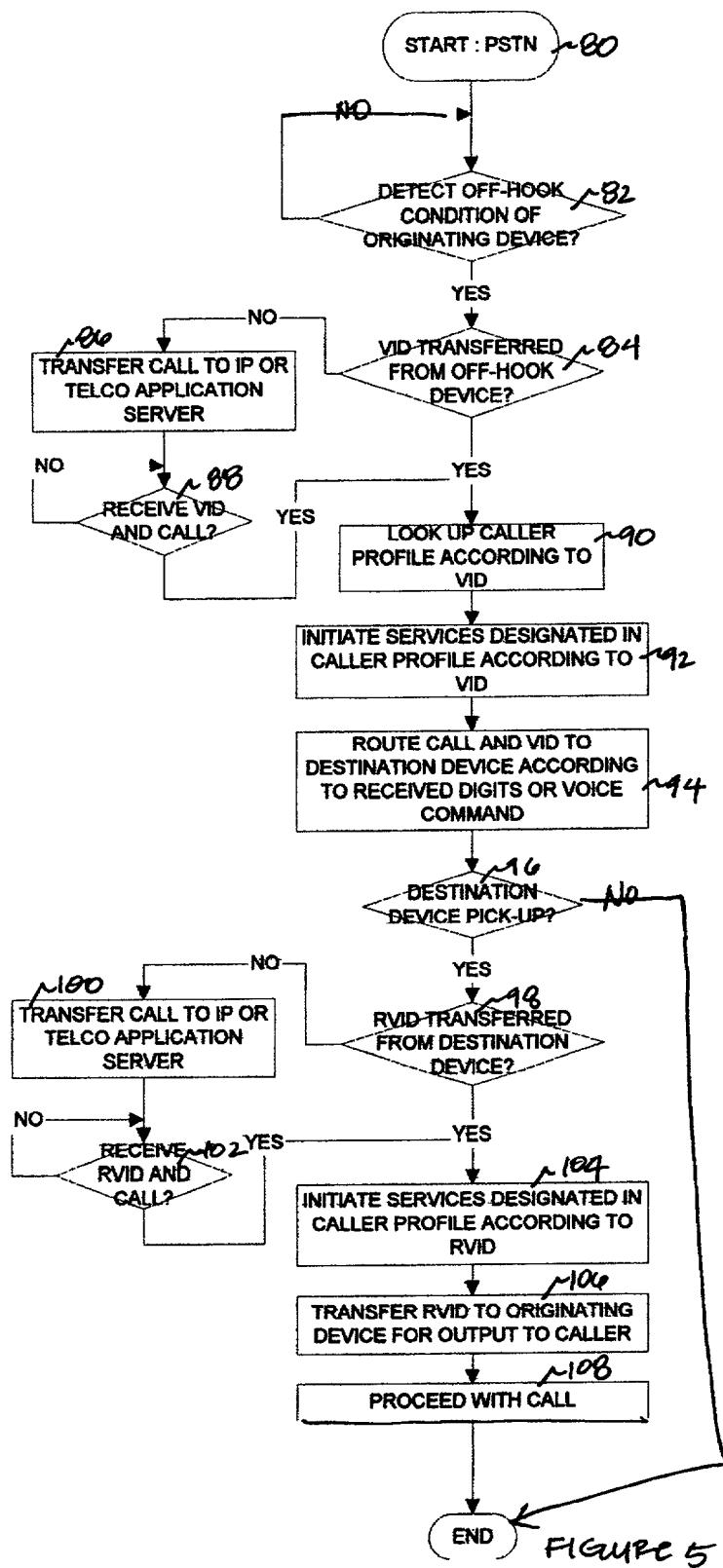
**ADVANCEMENT TOKENS**

CALL CENTER A - 10 MINS (AUTHORIZED BY TA SYSTEM 2040)

CALL CENTER B - 2 PLACES (AUTHORIZED BY TA SYSTEM 1050)

CALL CENTER C - 4 MINS (AUTHORIZED BY TA SYSTEM 2050)

**FIGURE 4**



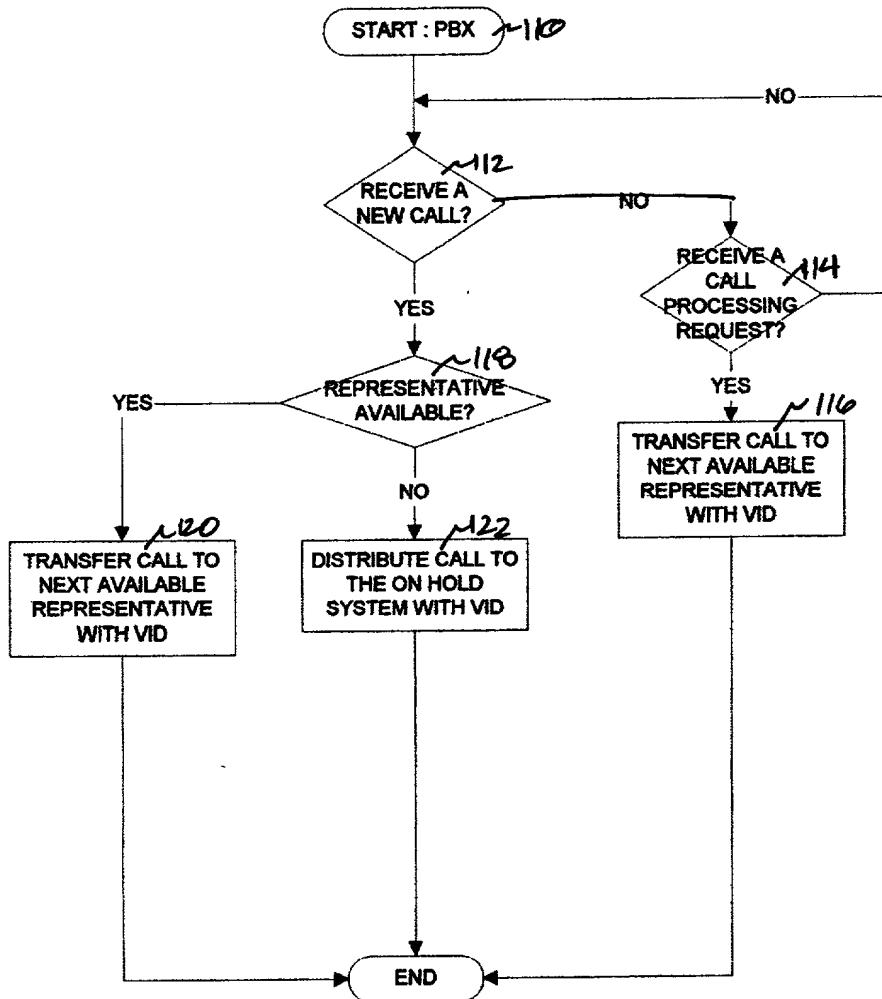


FIGURE 6

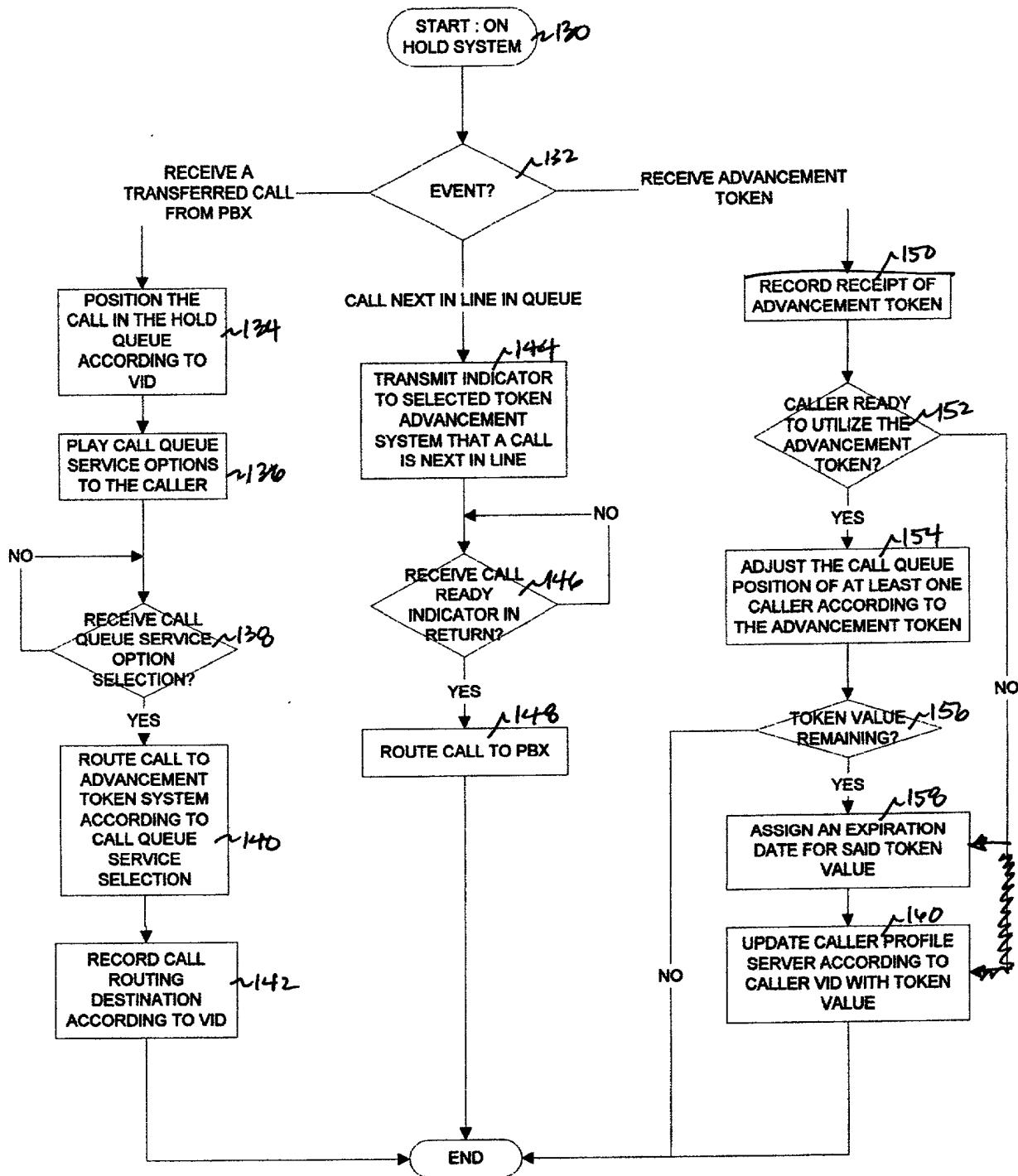


FIGURE 7

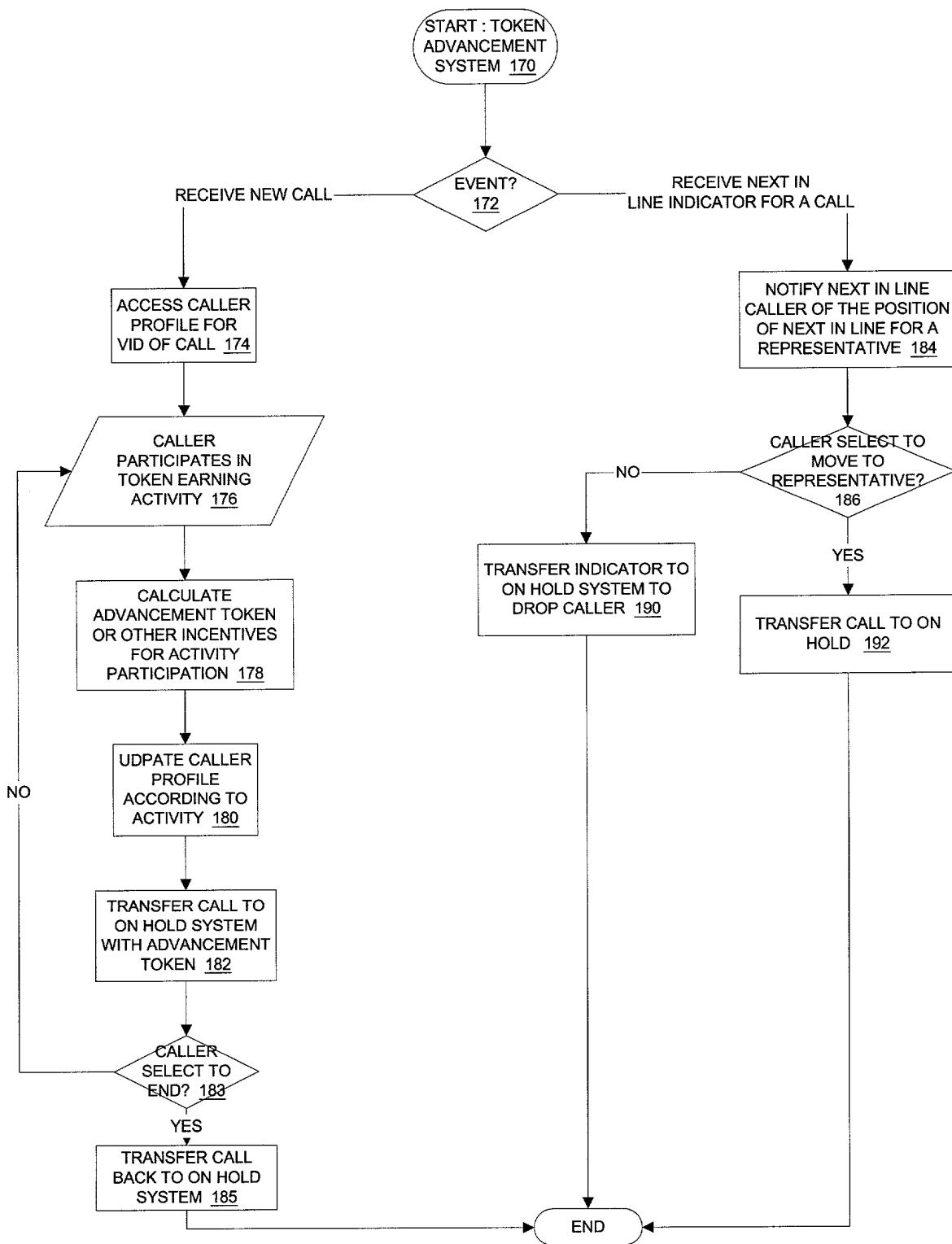


FIGURE 8